How to Use the Online Claims Status Tool

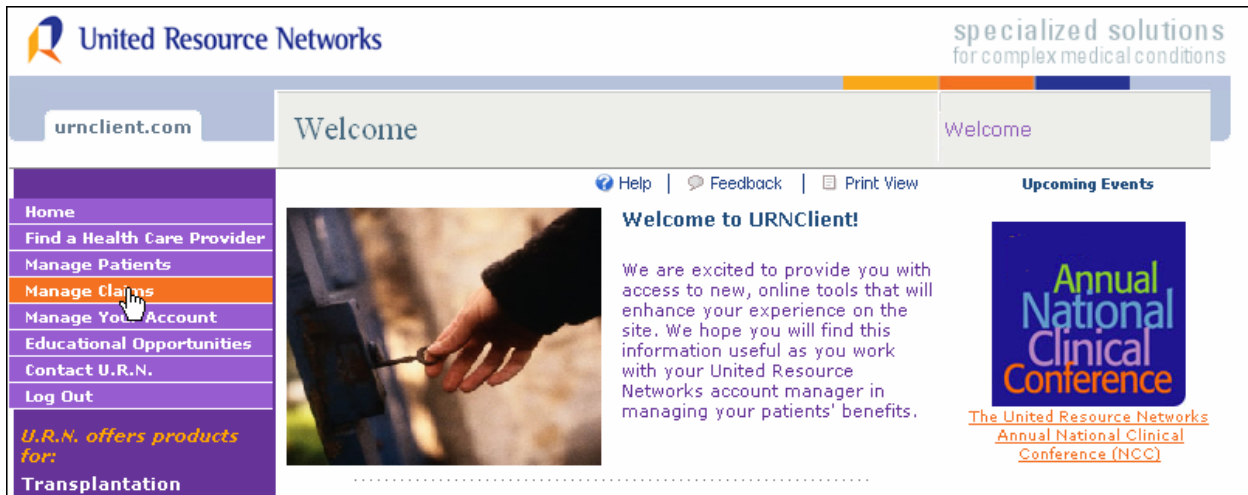**United Resource Networks**

U.R.N. has made it easier for you to review current claims information through our online claims status tool.

Accessing the Claims Status Tool

To access the Claims Status Tool, simply enter in the URL for URNClient (www.urnclient.com) into the address bar of your internet browser application (i.e., Internet Explorer). After reaching the site, enter your username & password into the fields provided. This information will be validated by security on the site. From the Welcome page, simply click on the **Manage Claims** menu item. The Claims Status Tool will open.

URNClient Welcome Page

NOTE: Access to the Claims Status Tool is granted through our security application. If you do not see the **Manage Claims** menu item, please contact your account manager to request access.

Understanding the Claims Status Tool

The claims status tool on URNClient.com is made up of four separate screens.

1. Group Patient List – lists all patients having claims in process through U.R.N.

2. Patient Claims List – lists all claims for the selected patient

3. Individual Patient Claim Detail – shows detail of the individual claim number selected

4. All Patients Claims, Line Item Detail -- shows line item detail of all claims submitted (both hospital and physician).

The information provided within the Claims Status Tool includes historic claims as well as those currently in process. Historic claims are available as far back as June 2003. Cases that were reconciled prior to June 2003 will not be reflected within the information provided. An example of each window follows.

NOTE: Based on your contractual agreement with U.R.N., you may have access for multiple groups. For instance, if you are a case manager servicing multiple clients, the first screen you will receive a screen that asks that you select the client name to view the active case information available. Simply click on the hyperlink (located on the client name field) and you will open that client's claims status information.

If your contractual relationship with U.R.N. is direct, you will not see this page. You will be taken directly to the Claims Status Tool – Group Patient List for your company once you click the menu item.

GROUP PATIENT LIST

This view shows all patients that have claims in process through U.R.N.

URNClient Claims Status - Group Patient List Page

Window	Associated Fields
Group Patient List	Patient Name
	Program Type
	Transplant Status
	Group Name

PATIENT CLAIMS LIST

This view shows summary information by patient claim number.

URNClient Claims Status - Patient Claims List Page

Window	Associated Fields
Patient Claims List	Claim ID
	Claim Type
	Client Name
	Facility
	First Date of Service
	Last Date of Service
	Claim Received Date
	Total Charge
	Total Repriced
	Claim Repriced Date
	Claim Current Status

INDIVIDUAL PATIENT CLAIM DETAIL

This view shows detail for an individual patient claim. You access the detailed information at the individual claim level by clicking on the hyperlink provided on the claim number.

URNClient Claims Status - Individual Patient Claim Detail Page

Window	Associated Fields
Individual Patient Claim Detail	Date of Service From
	Date of Service To
	Charges Billed
	Charges Repriced
	Pricing Methodology
	Pricing Explanation

ALL PATIENT CLAIM, LINE ITEM DETAIL

This view shows detailed claims information at the individual line item level. It is accessed from the PATIENT CLAIMS LIST window.

URNClient Claims Status - Individual Patient Claim Detail Page

ALL PATIENT CLAIM, LINE ITEM DETAIL (Continued)

Window	Associated Fields
All Patient Claims – Line Item Detail	Claim ID
	Claim Type
	Facility
	Date of Service From
	Date of Service To
	Charges Billed
	Charges Repriced
	Pricing Methodology

Search Results Display & Filter Bar

When you open the Claims Status Tool, you'll see search results displayed at the upper left corner of the table display. Details about how you can use the filtering bar are provided in the graphic below:

Page Navigation and Export Features

There are several ways to navigate within the Claims Status Tool to view data presented. You can use the filtering bar to retrieve specific results or you can use the navigation bar to move through the report page by page. Within the navigation bar, you can also determine how many rows of data you want to view. The graphic at the right depicts the use of this navigational tool within the Claims Status Tool.

To export the document to Excel, you'll simply click on the Excel icon labeled "Export XLS". The application will offer you a window where you can choose to open and/or save the document created by clicking on the export button. Provided below is an example of report exported from the Claims Status Tool.

Who do I Contact with Questions?

If you have questions about how to use the Claims Status Tool, definition of terms, or questions regarding content, please contact your Account Manager at (800) 847-2050. If you experience technical or performance related issues, please use the feedback form on the URNClient.com site.

How do I Provide you with Feedback?

Feedback is essential to the development and effectiveness of our tools. There several ways that you can provide feedback.

- You can use the "Submit Feedback to U.R.N." link on the "Contact U.R.N." page to send us feedback.

- You can email your feedback to urn.tech.support@uhc.com

At United Resource Networks, we believe strongly that our Web sites are only as good as the service they provide to the constituents we serve. To that end, we strongly encourage you to provide us with your feedback regarding the URNClient.com Web site. We are continuously working to improve and enhance this Web site to meet your needs.

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If you have questions or need assistance with the new site, please contact U.R.N. at:
Phone: (800) 847-2050
Email: URN_Customer_Service@uhc.com
Fax: (262) 313-9808

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